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# “MEET THE CPOC”

SEPTEMBER 2004

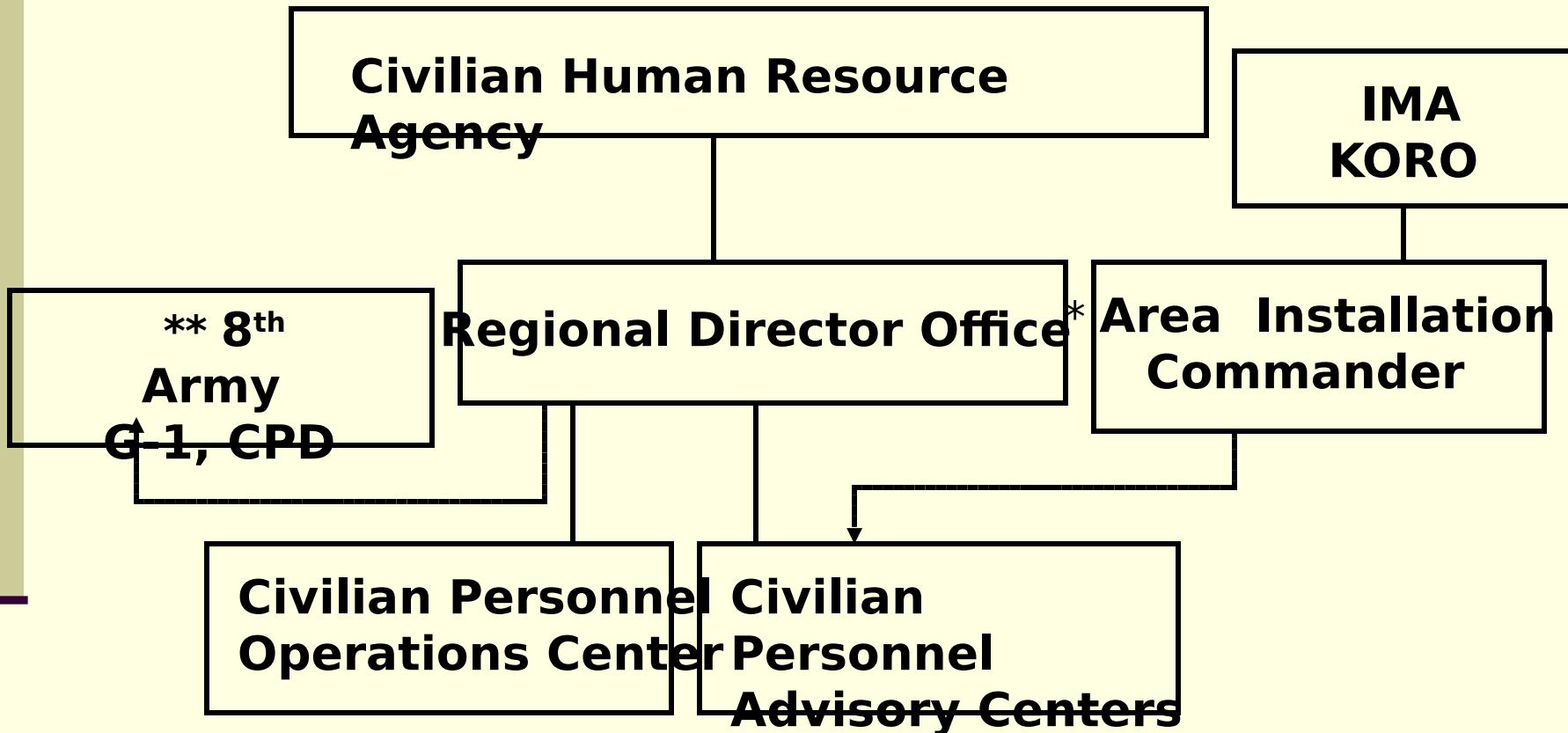
**“MEET THE  
CPOC”**

# **WELCOME AND OPENING REMARKS**

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**BLANCHE D. ROBINSON,  
DIRECTOR, CPOC, KOREA**

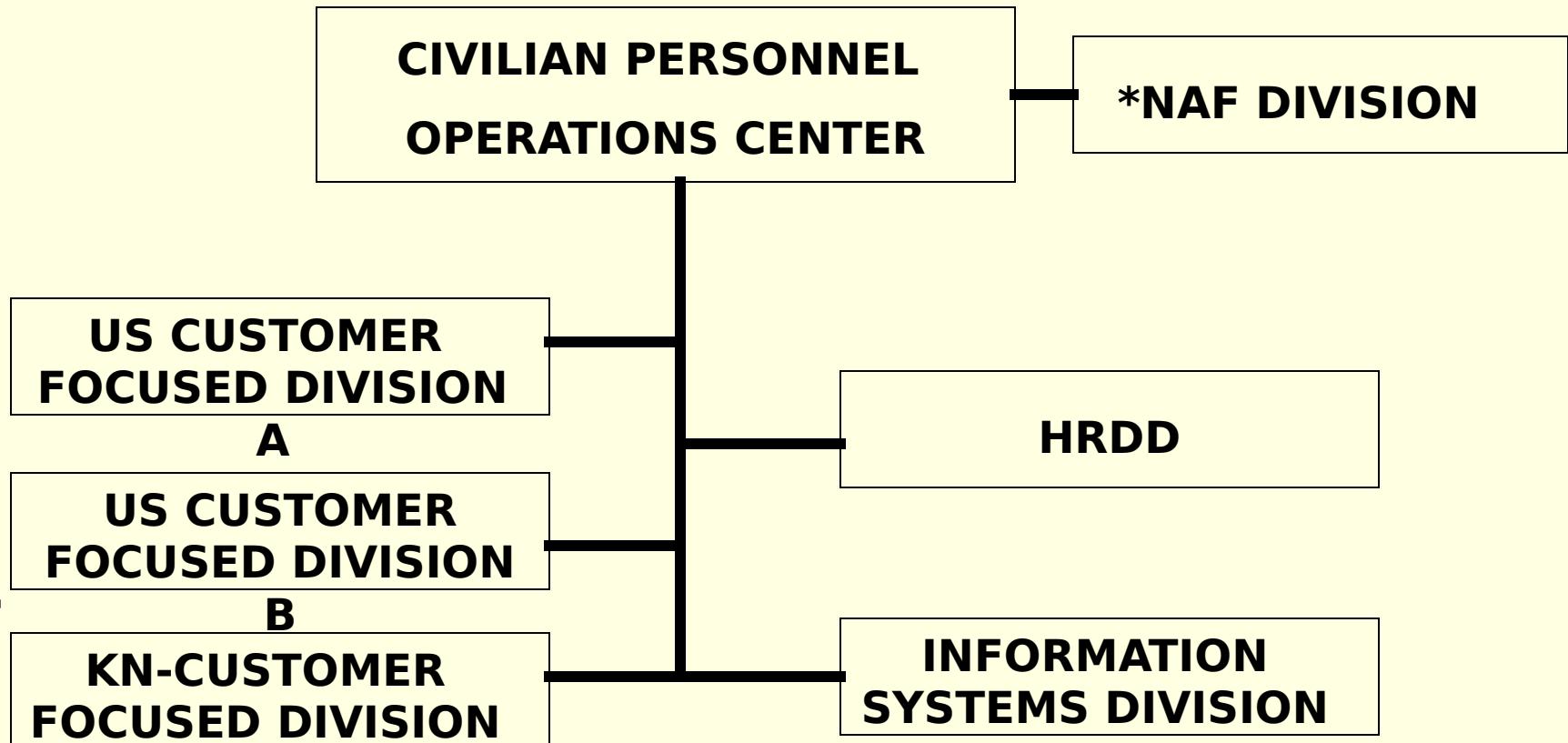
# PERSONNEL ORGANIZATIONAL CHART



\* Installation Commanders have day-to-day operational control over the CPACs. The Installation Commander is the rater of the CPAC Chief and RDO is the senior rater.

\*\* Proponent of the LN program also provides guidance and policy oversight for employees across the peninsula i.e., LQA, merit promotion regulation and pay setting regulation.

# CPOC STRUCTURE



**\* NAF Dual-hatted as operations and staff**

# **US STAFFING PROPOSAL**

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**SHIRLEY BOYD  
CHIEF, CFD A**

## **RESUMIX FOR MANAGERS**

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The Department of Army (DA) mandated the use of RESUMIX. This automated ranking and referral system is designed to streamline the candidate ranking and referral process and reduce the time it takes to fill vacancies at installations serviced by Civilian Personnel Operations Centers (CPOC) throughout Army.

### **□ WHAT IS RESUMIX?**

- A new way of defining rating and ranking criteria being used
- Referral lists are received in less time
- Only Best Qualified (BQ) candidates are referred
- Referral lists are transmitted electronically

# **ABBREVIATED RESUMIX PROCEDURES**

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## **MANAGER/SELECTING OFFICIAL**

### **RESPONSIBILITIES:**

- Update or develop the position description (PD)
- Discuss recruitment strategies with HR community
- Determine area of consideration (AOC)
- Initiate request for personnel action (RPA)
- Complete gatekeeper
- Participate in the development/ refinement of skills

## **ABBREVIATED RESUMIX PROCEDURES**

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- Schedule and conduct interviews
- Make timely selections/alternate selection (s)
- Forward annotated referral list

# **ABBREVIATED RESUMIX**

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## **PROCEDURES**

## **CIVILIAN PERSONNEL OPERATIONS CENTER**

### **(CPOC) RESPONSIBILITIES:**

- Review RPA and gatekeeper
- Perform job analysis
- Develop vacancy announcements
- Request certificates from Office of Personnel Management (OPM)
- Provide skills search criteria to managers

# **ABBREVIATED RESUMIX PROCEDURES**

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**Cont'd**

- Apply skills criteria
- Review candidate eligibility/qualifications
- Issue referral list
- Verify selected candidate's eligibility and/or qualifications
- Finalize the recruitment action, up-date RESUMIX, and close out the case file

## **RESUMIX SKILLS**

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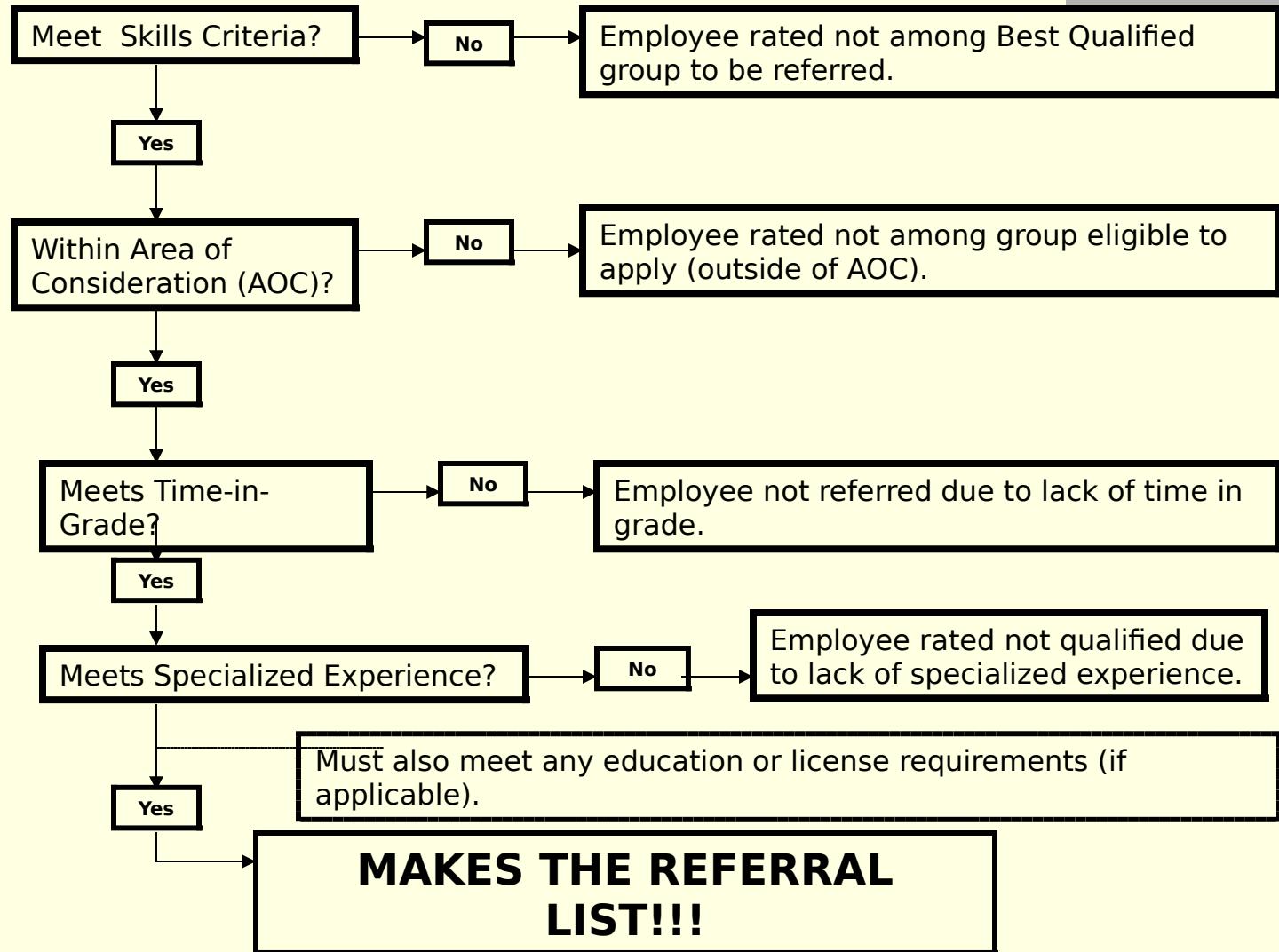
### **❑ Required Skills**

- Job-related
- Applicants must possess to successfully perform the duties in a reasonable period of time (i.e., 90 days)

### **❑ Desired Skills**

- Job-related
- Desirable but not mandatory for successful performance (i.e., can be learned on the job)

# **RESUMIX SEQUENCE**



# **RE-EVALUATION OF RECRUITMENT STRATEGIES**

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- Tour of duty/work schedule
- Area of consideration
- Re-engineer job/developmental jobs
- Recruitment bonus
- Advance recruitment

## **QUALITY OF APPLICANTS**

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- Qualifications
- Insufficient number of applicants
- Large number of applicants

## **RECRUITMENT INITIATIVES**

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### **❑ Recently implemented**

- Area of consideration (AOC) determination
- More “duty specific” specialized experience statement on vacancy announcements
- QC follow up w/selecting officials
- Up to 5 resumes in queue

### **❑ Coming Soon**

- Deployment of Delegated Examining Unit (DEU)-Korea Region

### **❑ QUESTIONS AND ANSWERS**

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# **ENTITLEMENTS**

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**RICHARD FLUD  
HR SPECIALIST, CFD<sup>16</sup>  
A**

# **AGENDA**

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- LQA and local hires
- Tour extensions
- Renewal Agreement Travel (RAT)
- Priority Placement Program (PPP)
- Reemployment rights
- Other entitlements

## **LQA & LOCAL HIRES**

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- References – DSSR 031-12 and DOD1400.25-M,SUBC 1250
- World wide/Korea wide recruiting
- Eligible employees
- Ineligible employees

## **TOUR EXTENSIONS**

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- Policy AR 690-300 and EUSA Reg 690-3
- Issued to management 8/6 months prior to rotation date/DEROS
- Extension beyond 5 years
- Non-extension

# **RENEWAL AGREEMENT TRAVEL (RAT)**

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- Reference: JTR Volume 2, Chap 4150
- Eligibility
- Delay of RAT

# PRIORITY PLACEMENT PROGRAM (PPP)

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- Eligibility
- Area of referral
- Tour extensions after PPP offers
- Employee report date
- Performance rating requirements

## **REEMPLOYMENT RIGHTS**

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- Eligible employees
- Statutory right to reemployment – Title 10 USC
- Forfeiture of rights

## **OTHER ENTITLEMENTS**

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- Reference: DSSR
- SMA (Separate Maintenance Allowance)
- Post allowance
- Post differential

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# **MANAGEMENT TOOLS**

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**CARRIE WIGGINS  
ACTING BRANCH CHIEF, CFD<sup>24</sup>**

# **AGENDA**

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## Army Regional Tools (ART)

- RPA/NPA tracker
- Organization structure
- Gatekeeper
- Notes on RPA's

## ARMY REGIONAL TOOLS

Army Regional Tools - CARRIE\_WIGGINS - Microsoft Internet Explorer provided by Korea Regio...

**ART 1.1** **Main Menu**

Central DCPDS 11i  
Central DCPDS 11i Desk Guide  
+ Centralized Applications  
Employee Data  
+ External Applications II  
+ Gatekeeper  
+ Helpdesk  
+ Inbox Statistics II  
+ My Stuff  
NPA Tracker  
OPF Tracker - Korea  
+ Organization Structure  
+ Pay Data  
+ Pay Problems  
Phone and Email List  
RPA Tracker   
+ Review and Analysis

**Information found here:**  
**Employee Information**  
**Position Link to FASCLASS**  
**Positions Information**  
**Vacant/Encumbered Positions**  
**RPA's Submitted**

**Tracking of RPA's already Submitted**

Army Regional Tools - Central ART

# ORGANIZATION STRUCTURE

ART 1.1

36TH SIGNAL BATTALION (NE)  
RESOURCE MANAGEMENT OFFICE  
APO AP 96218-5026

This provides position information

Allows you to view Appointments & Benefits, etc.

Link to FASCLASS

PARAPLINE	PP-SERIAL GRADE	Target Grade	CPCN	Position Title	Employee Name	Vacant	
109	05	IG-0303-05	05	2L650.109880	MANAGEMENT SUPPORT ASSISTANT	CHONG YONG SUK	F
109	03	IG-0343-09	09	2S358.104686	MANAGEMENT ANALYST	VACANT	F
109	02	IG-0343-11	11	2S048.389685	MANAGEMENT ANALYST	KIM AE SUK	F
109	02	IG-0343-11	11	2S048.104659	MANAGEMENT ANALYST	VACANT	F
109	04	IG-0561-06	06	2S347.116071	BUDGET TECHNICIAN	PAK KWI SON	F

Encumbered Positions = 3 Vacant Positions = 3

Resort Data View in Excel

The option allows you to export data into an Excel Document for Reports and modification of data.

Type

Army Regional Tools - Central ART Internet

## **GATEKEEPER**

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Ensure your gatekeeper checklist is complete to speed up the recruitment process

- Questions can be answered by your local CPAC prior to submission of the RPA
- What is a PBD 712 RPA? Army requirement to track military to civilian conversions as a result of the program budget decision

## Accessing, Viewing and Posting Notes to RPA's

The screenshot shows the "Inbox Statistics II" screen of the ART 1.1 software. The top menu bar includes "Inbox" and "Statistics II". Below the menu is a toolbar with various icons. A message box provides context about the data: "Inbox Statistics II; Fill / Recruit Statistics; All Open Recruit/Fill; Layout = Open Recruit All. Colorized by Event Groupings; Inbox = CARRIE.WIGGINS/COS - WIGGINS, CARRIE M; Inbox Sub-Type = COS; Servicing C... Sorted by Actions Requested, Event Status". The main area displays a table of data with columns: Request Date, Smart Number, Request Sequence, Event Type, AC Date, CPOC Time, Actions Requested, NOA, Pay Plan Series Grade, and Name. A yellow callout box points to the "Smart Number" column, containing the value "1FZW1FDAA", with the text "This hyperlink takes you to the notes". A blue arrow points from the "View in Excel" button to the "Smart Number" cell. Below the table is a summary table titled "Resort Data" with columns: RPA Type, Total, Avg Time in MGR Inbox, Avg Time in CPAC Inbox, Avg Time in CPOC Inbox, and Avg Time in Personnel Inbox. The summary data is as follows:

RPA Type	Total	Avg Time in MGR Inbox	Avg Time in CPAC Inbox	Avg Time in CPOC Inbox	Avg Time in Personnel Inbox
Fill/Recruit	0	NA	NA	NA	NA
Other	1	0	0	223	223

At the bottom, there are links for "Army Regional Tools - Central ART" and "Internet". The page number "9" is visible in the bottom right corner.

## Inputting Notes on RPA's

Army Regional Tools - Microsoft Internet Explorer provided by Kor...

[Close Window](#) 

RPA Number: 04JAN1FZW1FDAA674695

Action Requested: TRANSFER-INDIVIDUAL

Pay Plan-Series-Grade: GS-0185-11

Effective Date: 7/25/2004 12:00:00 PM

Proposed Effective Date: [View RPA](#)

Name: Kokangul Lorraina [View Position Information](#)

Nature of Action: 130

CPAC Code: FZ

Command Code: BA

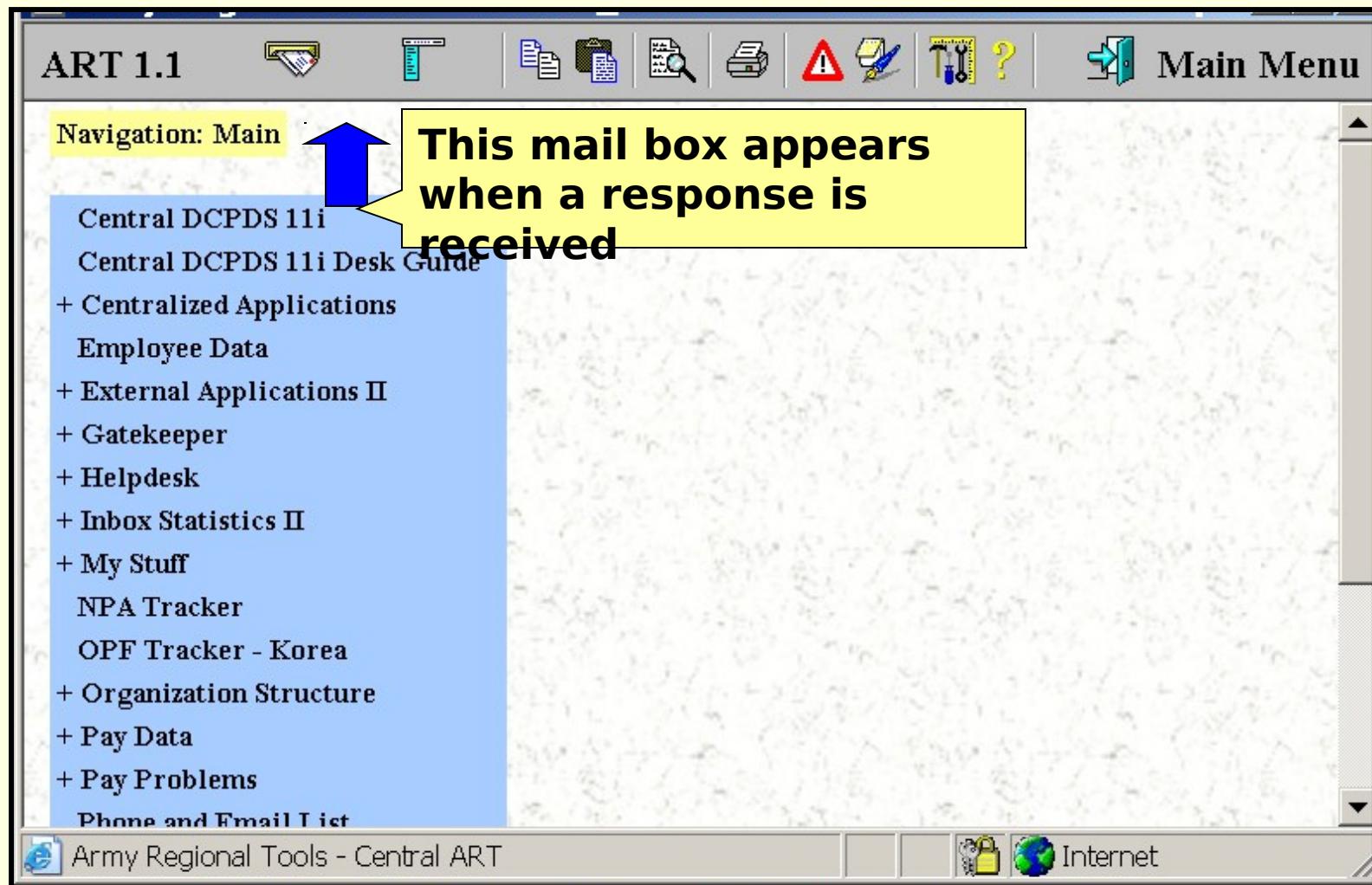
**Enter notes below:**

Please cancel RPA, due to lack of funding

**Submit Notes**

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# Accessing the Mail Feature Notification



# **TECHNICAL SERVICES**

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**PAIGEANT HILL  
HR SPECIALIST, CFD  
A**

**32**

## **AGENDA**

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- Establishment and maintenance of Official Personnel Folders (OPFs)
- Creation and updating of electronic records for the Defense Civilian Personnel Data System (DCPDS)
- Working with DFAS to resolve pay issues
- Working with ABC-C to perform data verification

## CPOC-DFAS INTERFACE

The screenshot shows a Microsoft Internet Explorer window titled "MyPay - Microsoft Internet Explorer provided by Korea Region CPOC". The main menu bar includes "File", "Edit", "View", "Favorites", "Help", and "Search". Below the menu is a logo for "myPay" with a key icon. The "Main Menu" is displayed on the left, and "Home | Exit" is on the right. A large blue banner at the top features a crowd of people. The central content area is titled "Your Civilian Pay Account" and contains a list of options:

- Leave and Earnings Statement (LES)
- Pay Changes:**
  - Allotments
  - Correspondence Address
  - Direct Deposit
  - Savings Bonds
  - Turn on/off Hard Copy of LES
- Taxes:**
  - Federal Withholding
  - State Withholding
  - Tax Statement (W-2)
  - Turn on/off Hard Copy of W-2
  - Travel Voucher Advice of Payment (AOP)
  - Personal Setting Page (Click here for details)

Below this, a note states:

- 18 U.S.C. § 1030 prohibits unauthorized or fraudulent access to government computer systems. If the Social Security Number associated with this action is not your Social Security Number, you are in violation of this law and should exit this system immediately. Completing this action may subject you to a fine of up to \$5,000 or double the value of anything obtained via this unauthorized access, plus up to five years imprisonment.
- If you have more than one job under the same social security number (SSN) as a civilian employee, myPay will display information for the job which you were most recently hired. If you wish to change information for your other job, please see your servicing Customer Service Representative (CSR).
- Travel Voucher View is available for Vouchers paid by all DFAS sites (except DFAS-Denver) within the last six (6) months.

# ABC-C/CPOC RELATIONSHIPS

The screenshot shows the homepage of the Army Benefits Center-Civilian website. The URL in the address bar is <https://www.abc.army.mil/>. The page features a large circular logo on the left with the text "ARMY BENEFITS CENTER CIVILIAN" and "OFFICE OF THE ASSISTANT SECRETARY OF THE ARMY". Below the logo is a vertical menu with four items: "Information", "Benefits/EBIS", "Search", and "Uniformed Svcs". On the right side, there is a blue header bar with the text "Army Benefits Center-Civilian". Below the header are four green buttons labeled "Information", "Benefits/EBIS", "Search", and "Uniformed Svcs". A red "HOT!" alert message is displayed, stating: "The FEGLI Open Season has begun and will run until September 30th. To make an election, please click on the Benefits/EBIS button, log in using your POE & PIN, select Transactions, and scroll down to the FEGLI Open Season section. Please click [here](#) for more information on this Open Season!". Another "HOT!" alert message below it says: "Health Benefits Notice: If your current Health Benefits plan is OmniCare Health Plan with code KA, you must change your health care by September 30. You can use either EBIS or IVRS to make your election to a new health benefits carrier. For more information click [here](#)." At the bottom, another "HOT!" alert message says: "Visit the Uniformed Services section for important information regarding retroactive reimbursement of FEHB premiums while called to active duty! Please click [here](#) for more information on how to make your biweekly contribution to TSP Catch-Up. NOTE: You must enter the amount you want deducted per pay period not annually!". The bottom of the screen shows standard browser navigation icons.

## TSP ISSUES

Address http://www.tsp.gov/index.html Go Links >

### THRIFT SAVINGS PLAN

 [What's New](#)

**TSP Headlines**

- Your TSP Participant Statement - July 2004 Available
- Next Open Season: October 15 - December 31, 2004

 [Calculators](#)

 [Participant Statements & Highlights](#)

 [Account Access](#)

 [Returns, Share Prices, & Fund Information Sheets](#)

 [Civilian](#)

 [Uniformed Services](#)

**TSP Features**  
[Forms & Publications](#)  
[Info for TSP Representatives](#)

Welcome to the Thrift Savings Plan (TSP) Web site. The TSP is a retirement savings plan for civilians who are employed by the United States Government and members of the uniformed services.

Internet

# **KN PROGRAM**

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**MR. U, YONG KU  
HR SPECIALIST, KN    37  
CFD**

## **GOVERNING REGULATIONS**

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- USFK Regulation 690-1, Regulations and Procedures
- USFK Regulation 690-118, Qualification Standards
- USFK Pamphlet 690-500, Classification Guidance and Standard Job Descriptions

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**Regulations and Forms:** <https://www-eusa.korea.army.mil>

## **WIDELY PUBLICIZED JOB INFORMATION**

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- Korean website: [www.cpac-usfk-job.com](http://www.cpac-usfk-job.com)
- Link to KEU website: [www.usfkkeu.or.kr](http://www.usfkkeu.or.kr)
- Flyer to labor markets:
  - Employment Assistance Offices
  - Universities/colleges/vocational schools

## **EASY APPLICATION SYSTEM**

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- On-line electronic application
- E-mail: [knapps@cpoc.korea.army.mil](mailto:knapps@cpoc.korea.army.mil)
- ROK P.O. Box: Nam Taegu Post Office P.O. Box 45
- CPOC drop boxes

## **EXPEDITED RECRUITMENT**

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- Issuance of RLs without English test
- English test for selectees only
- Choice of English test: ALCPT, TOEIC, TOEFL
- Physical examination by local hospitals

## **REDUCTION-IN-FORCE**

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- USFK Regulation 690-1, chapter 4
- Labor Management Agreement between USFK and KEU
- Competitive areas
- RIF notices
- Hiring freeze(s)

# **QUESTIONS ON APPLICATION STATUS**

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- kninquire@cpoc.korea.army.mil



**"MEET THE CPOC"**

# **US CLASSIFICATION**

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**LATANIA RUDOLPH  
HR SPECIALIST, CFD A44**

# **POSITION CLASSIFICATION**

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## **The Law:**

- Title 5, United States Code
  - Chapter 51 – Classification
  - Chapter 53 – Pay Rates and Systems

## **Regulatory Reference:**

- Code of Federal Regulations
  - 5 CFR, Part 511 – Classification under the General Schedule
  - 5 CFR, Part 532 – Prevailing Rate Systems

# **POSITION CLASSIFICATION**

## **Cont'd**

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### **Office of Personnel Management**

- Position classification standards (General Schedule)
- Job grading standards (Federal Wage Systems)
- Department of Defense
- Department of the Army
- Major Army Command (MACOM)

# **DELEGATION OF CLASSIFICATION AUTHORITY (DCA)**

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- Delegation of Position Classification Authority (DCA). This is a Commander's assignment of responsibility for the classification(i.e. determination of the title, series, and grade of civilian positions)
- Delegated through the supervisory chain
- Assigns position classification accountability to managers

## DELEGATION OF CLASSIFICATION AUTHORITY (DCA) Cont'd

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- When not exercised by the Commander, must be delegated to CPOC - no classifiers at the CPACs
- The main goal of DCA is to speed up the classification and staffing processes “Fill Jobs Fast!!”
- Communication is the key to making DCA work

# **Local National Position Classification**

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## **Regulatory Reference:**

- United States Forces, Korea PAM 690-500 (Position Classification Guidance and Standardized Job Descriptions)

## **Classification Authority:**

- Commanders do not exercise DCA over Local National positions
- Civilian Personnel Division, HQ EUSA – authority to approve/disapprove the upgrade of a variant position

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# **NAF PROGRAM**

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**PAULETTE HOLMES  
CHIEF, NAF**      50

## **NAF ROLE AT CPOC**

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- Serve as the regional office for the Republic of Korea for the US NAF MWR workforce
- Serve as subject matter advisor for all facets of the total NAF personnel program.
- Partner with CPACs for administration and delivery of first-class personnel services.
- Liaison with CHRA, MWR-KORO, and the MACOM for development and dissemination of policies and procedures as appropriate.

## **PERSONNEL SERVICES PROVIDED**

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- Staffing – CPAC & CPOC
- LQA and transportation determinations
- Classification for US NAF positions
- Process personnel actions
- Army NAF benefits program

## **STAFFING**

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- Recruitment – CPAC & CPOC
- Recruitment through the USACFSC Central Referral Program (CRP)
- Recruitment through the CRP process: 30-35 days or longer after job vacancy closes
- Recruitment through CPOC within 3 days or less after job vacancy closes

## **LQA & TRANSPORTATION AGREEMENTS**

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- Determination of LQA IAW DSSR and local MACOM policy
- Local policy dictates that LQA will only be granted for worldwide recruitment for NF-3 and above positions
- Determination for transportation agreement IAW AR 215-3 and local MACOM policy
- Employees recruited from CONUS are entitled to full JTR Vol. 2 entitlements as APF employees
- Employees recruited locally, not subject to JTR Vol. 2

## **CLASSIFICATION FOR US NAF POSITIONS**

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- CPOC has delegated classification authority for US NAF positions
- DA standardization position descriptions
- Access to position descriptions in FASCLASS II
- Modification of positions

## **PERSONNEL PAY ACTIONS (DA Form 3434)**

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- All personnel actions are processed by the CPOC
- NAF pay problems are resolved within a pay cycle
- Testing of NAF payroll interface with Financial Services ongoing
- Electronic routing of DA 4017s still to be determined

## **ARMY NAF BENEFITS PROGRAM**

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- Available to regular full-time and part-time employees – flexible employees are excluded.
- Army NAF retirement plan - mandatory for first 6 months after which employees may opt out. Retire as early as age 52 with at least 5 yrs contributions to retirement plan.
- 401(k) employee may join/cancel at any time within a pay cycle (may contribute 100% of pay)
- DoD NAF health benefits plan.
- Army NAF life Insurance – basic life and optional.

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<http://www.NAFBENEFITS.com>

## **“MEET THE CPOC”**

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**QUESTIONS?**

# **REGIONAL TRAINING PROGRAM**

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**CLIFFORD LEWIS  
CHIEF, HRDD**

**59**

# **CHRA REGIONAL TRAINING RESPONSIBILITIES**

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- Complete an annual needs assessment of all activities In Korea
- Develop annual & long-range Korea region training plans & budgets
- Plan, purchase, schedule, announce, conduct and evaluate regional courses annually on a cost reimbursement basis
- Maintain a state-of-the-art training & VTC facility

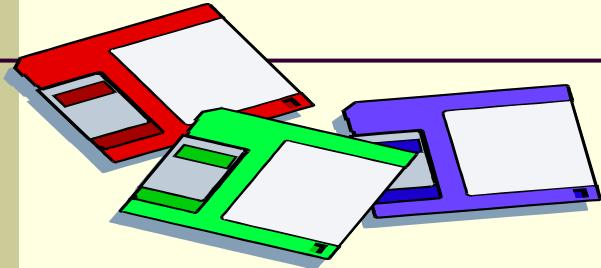
# **CHRA REGIONAL TRAINING RESPONSIBILITIES**

## **Cont'd**

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- Provide “one-stop” customer information & access via CPOC  
web page
- Assist with enrollments, quotas & arrangements for CONUS training (via ATRRS, etc)
- Track & document training utilizing OTA Lite for a total of 10,430 employees in DCPDS

# **HUMAN RESOURCES DEVELOPMENT**



## FY 05 Regional Training Program

- Decentralized
- Cost reimbursement basis
- Military training exercise blackout (March and August)
- Management/supervisory/engineering training
- 139 courses in FY 04
- Equitable selection
- EEO considerations

# **LEADERSHIP DEVELOPMENT UPCOMING PLANS**

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- Quarterly Leadership and Education (LEAD) courses
- Cadre of instructors
- CPOC/CPAC personnelists
- Human Resources (HR) for New Supervisors
- Organizational for Leadership for Executives (OLE) – three courses.
- Senior Army Workforce (SAW)
- Leadership curriculum

**VISIT CPOC's WEB SITE:**

**<http://cpoc-www.korea.army.mil/hrd>**

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FY-2005 CPOC Korea region courses

CPAC local area courses

OCONUS & CONUS training web sites

CPOC Regional Training Center information

POCs for civilian training questions

Civilian training rules & regulations

Business Process Maps

Automated Individual Development Plan (IDP)

Guide to mentoring

HRD standard operating procedures (SOP)

Leadership Course Tutorial Guide \***NEW!**

# **INFORMATION SERVICES**

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**ROBERT E. JOHNSON  
CHIEF, ISD**      65

## **AGENDA**

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- Applying for DCPDS / ART / CSU accounts
- DCPDS user training
- Closing DCPDS / ART / CSU accounts
- DEERS problems
- Reporting HR application problems

## **APPLYING FOR DCPDS / ART ACCOUNTS**

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- System Access Nomination and Authorization Request (SANAR)
- DCPDS user ID request form
- Submit completed forms to CPOC
- Forms submission requirements are available on the CPOC Korea Public Web Site under DCPDS  
<http://cpoc-www.korea.army.mil/>

## **DCPDS USER TRAINING**

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- User guides are available on the CPOC Korea public web site under DCPDS.
- Area CPAC's provide user training on a regular basis
  - Area I - Ms. Ko, Hyon Suk                    732-6047
  - Area II - Ms. Kim, Chong Ok                738-3637
  - Area III - Mr. Kang, Su Won                753-8777
  - Area IV - Ms. Ha, Un Chong                768-6627

## **Closing DCPDS / ART / CSU Accounts**

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- Complete DCPDS user ID request worksheet
- Submit to CPOC via FAX or digital sender
- Failure to close accounts creates problems

## **DEERS Problems**

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- What is DEERS?
- Employees in DCPDS do not flow to DEERS
- Employee responsibility
- Supervisor responsibility
- CPAC responsibility
- CPOC responsibility

## **REPORTING HR APPLICATION PROBLEMS**

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- DCPDS / ART / CSU - Local CPAC PSM
- ANSWER / RESUMIX  
[applicanthelp@cpsrxtp.belvoir.army.mil](mailto:applicanthelp@cpsrxtp.belvoir.army.mil)
- Web referral  
CPAC POC noted on the referral

# **"MEET THE CPOC"**

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**QUESTIONS?**